



Quarantine and Isolation Medical Shelter Standard Operation Procedure

SOP No: MS-107

Date of Last Revision: 05/21/2020

Standard Operating Procedure Death of Client

Subject: Death of Client

1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on what actions to take if a client passes away while sheltering at a Medical Shelter site.

2. Procedures

Upon discovery/notification by the medical team that a client has passed away at the site, the Site Management team will inform the appropriate Dept of Health Services (or designated entity) point of contact (POC) via telephone call. Site Management team will make sure that the Medical Site Clinical Lead and Medical Site Management Lead are informed as soon as possible. Once informed, POC will take the following actions:

- Gather information on client status from the medical lead and/or client services lead. The information will include the following:
 - Entity (e.g., hospital, shelter, clinic, etc.) that referred the client to the site
 - Status of individual - COVID-19 positive, negative, or unknown
 - Other pertinent information/details as it relates to the client and/or the incident
 - Final disposition of the incident (e.g., whether the individual will be taken by the County Coroner's Office or mortuary, etc.)
 - Any unmet needs or requests for assistance

- POC will direct site personnel/Department of Public Health to defer all media inquiries to the Joint Information Center (JIC)
- The POC will take the following actions:
 - Forward all the information as it relates to the incident to the lead PIO within the JIC.
 - Contact Carl Warren and Company by phone (818-247-2206) as soon as feasible to notify of the death.
 - Prepare a “County of Los Angeles Report of Injury/Property Damage Temporary Emergency Housing “ incident report form and have appropriate parties review.
 - Submit written incident report to Carl Warren and Company.

3. Points of Contact

Carl Warren and Company:

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Joint Information Center:

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